USER MANUAL

TRAINING CENTRES

JUNE 2013

Apprenticeship Certificates
England

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FEDERATION FOR INDUSTRY SECTOR SKILLS AND STANDARDS (FISSS) AND THE ACE SYSTEM

FISSS is the certifying authority for apprenticeships in England and hosts Apprenticeship Certificates England (ACE).

Working in partnership with the UK Commission for Employment and Skills (UKCES), FISSS shares the belief that a sectoral approach is the best way to create the conditions for increased investment in skills which will, in turn, drive enterprise, create jobs and deliver sustainable economic growth.

ACE is a web based system that is designed to enable access to training providers, employers and apprentices to request Apprenticeship completion certificates.

FISSS sits in the middle of a hub and spoke model where SSC/SSBs use ACE to:

- Receive requests for certificates from learning providers, employers or apprentices.
- Review submitted requests and evidence provided and either approve or reject, with appropriate reason/s and certification requests.
- Print and issue Apprenticeship Completion Certificates, providing that all of the current Apprenticeship framework requirements have been met.

It is unlikely that many individual apprentices will be directly requesting their completion certificate via ACE and they are more likely to do this via their training provider. However, the ACE system does facilitate apprentices applying directly for their own completion certificates.

NB: Where an apprentice requests that a third party (training provider, employer or parent/guardian) apply for their completion certificate, on their behalf, they MUST give their authorisation for this to happen. There is a specific Apprentice Declaration and Authorisation Form for this purpose can be found here: http://www.acecerts.co.uk/. A copy must be completed & signed, then uploaded to ACE.

Providers (known as Centres) need to register to get access to ACE. This is done by completing an online registration request form which can be accessed via: www.acecerts.co.uk/register_centre

Centres select all of the SSCs/SSBs (known as Certification Bodies) they need to work with and once the registration form is submitted, the ACE access request is sent to the Administrator at each of the selected Certification Bodies.

ACE Administrators at each of the relevant Certification Bodies register the Centre and create an Administrator account and password which is then sent to the e-mail address provided on the submitted ACE access request form.

Certification bodies also assign Centres the necessary access to the required frameworks.

Centre Administrators can now access ACE and can create additional user accounts within their organisation.

They can now use ACE to input learner data and load the evidence required to claim an Apprenticeship completion certificate.

FISSS is the Certifying Authority for Apprenticeships in England as set out in the Apprenticeships, Skills, Children and Learning Act (ASCL) enacted in November 2010.The network of SSCs/SSBs (Certification Bodies) act as nominated agents of FISSS to issue Apprenticeship completion certificates, on their behalf. Each Certification Body is authorised to issue Apprenticeship completion certificates for all the frameworks within their sectorial remit.

- Go to www.acecerts.co.uk
- Click on the **Login Button,** which will take you to the login page ①.
- Enter your **Username** and **Password***
- Click the **Login** Button to enter ②.
- Please refer to the technical guidance to make sure your system meets the ACE system requirements ③.
  - Green ticks ✔ are confirmation your system is compatible.
  - Red ✖ denotes incompatibility

Should you have any problems logging in with your username and password, please contact the relevant Certification Body.

Alternatively please contact the ACE Support Team:

Telephone: 0844 072 2560
E-mail: ace@fisss.org

REMEMBER!

Please be aware that the Username and Password are both case sensitive.

Keep all passwords in a safe place and do not reveal them to anyone. ACE follows the history of each Apprentice by tracking login details.

If additional user accounts need to be added then the Admin User will be able to set up accounts for colleagues to access the system.

Apprenticeship Certificates England
Apprenticeships
The ACE online system is the place where apprentices, or learning providers / employers acting on their behalf, apply for their Apprenticeship certificates.
① Login
Username
Password
② Login
Your Computer Details
Operating System: Windows 7
Screen Size: 1280 x 1024
③ Browser: Firefox 20
Javascript: Enabled
AJAX Support: Enabled
Cookies: Enabled
Your computer appears to be capable to run ACE, if you experience any issues please contact us.
Using ACE
Please check to see that the computer you are using meets the following requirements below and has the features listed on the left set as enabled. This is to ensure that your use of this application is as efficient as possible.
Processor
In order to process the amount of data and functions of the application, we recommend that your processor speed should be at least 1 Gigahertz (GHz).
System Memory
You will need at least 2 Gigabytes (2GB) of System Memory (RAM) to ensure all the features of the application are working smoothly.
Operating System
As our application is designed for the web, the application is compatible with all the newer operating systems (Windows XP onwards, Lion OSX, Linux).
Web Browser
Whilst we aim to build our application to work on the majority of web browsers we strongly recommend updating your browser to the latest version to ensure your computer is displaying the website as intended.
If you are an Internet Explorer user please ensure you have the latest version. Users of Internet Explorer 7 will find some display issues but not fundamental to the functionality of the site, however we would recommend using Google Chrome or Firefox instead.
Proxy or Cached Version
In order to speed up the loading of a website web browsers and proxies (a system often used within organisations to manage all their users) use a technique called Caching which takes a snapshot of the website and shows it to the user when they re visit it later. This is beneficial for websites that don't often change, however this can be a problem for our application as it will show, for example, an apprentice's old status thus causing issues. If you are unsure about this setting please speak to your IT department.
Whitelist
If you experience any issues accessing our application you may need to ask your IT Department to whitelist the website address http://acecerts.co.uk/.
For more information or to contact the ACE Support Team, please e-mail ace@fisss.org or call 0844 573 2560.
Federation for Industry Sector Skills & Standards
Apprenticeship Certificates England (ACE) is a registered trademark, owned by the Federation For Industry Sector Skills & Standards. For more information or to contact the ACE Team, please e-mail ace@fisss.org or call 0844 573 2560. The recommended browsers that best support ACE are Internet Explorer 8 and 9, Opera, Chrome, Safari and Firefox.
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Once you have logged in to ACE, you will see this home screen with the following options:

1. Apprentices – View, Add or Bulk Upload apprentices, search for and edit apprentice details.

2. Rejected – View and update apprentices for certification.

3. Awaiting Certification – View and update apprentices awaiting certification.

4. Payment Pending – View and update which apprentice certificates are still to be paid for (if applicable).

5. Certificate Approved – View apprentices that are waiting for their certificate to be printed. Once they have been printed the apprentice will be removed from this folder.

NB:- The **numbers in brackets,** on each of the tabs, indicates the number of records currently active within each of the tabbed categories.

ADDITIONAL OPTIONS – along bottom of screen

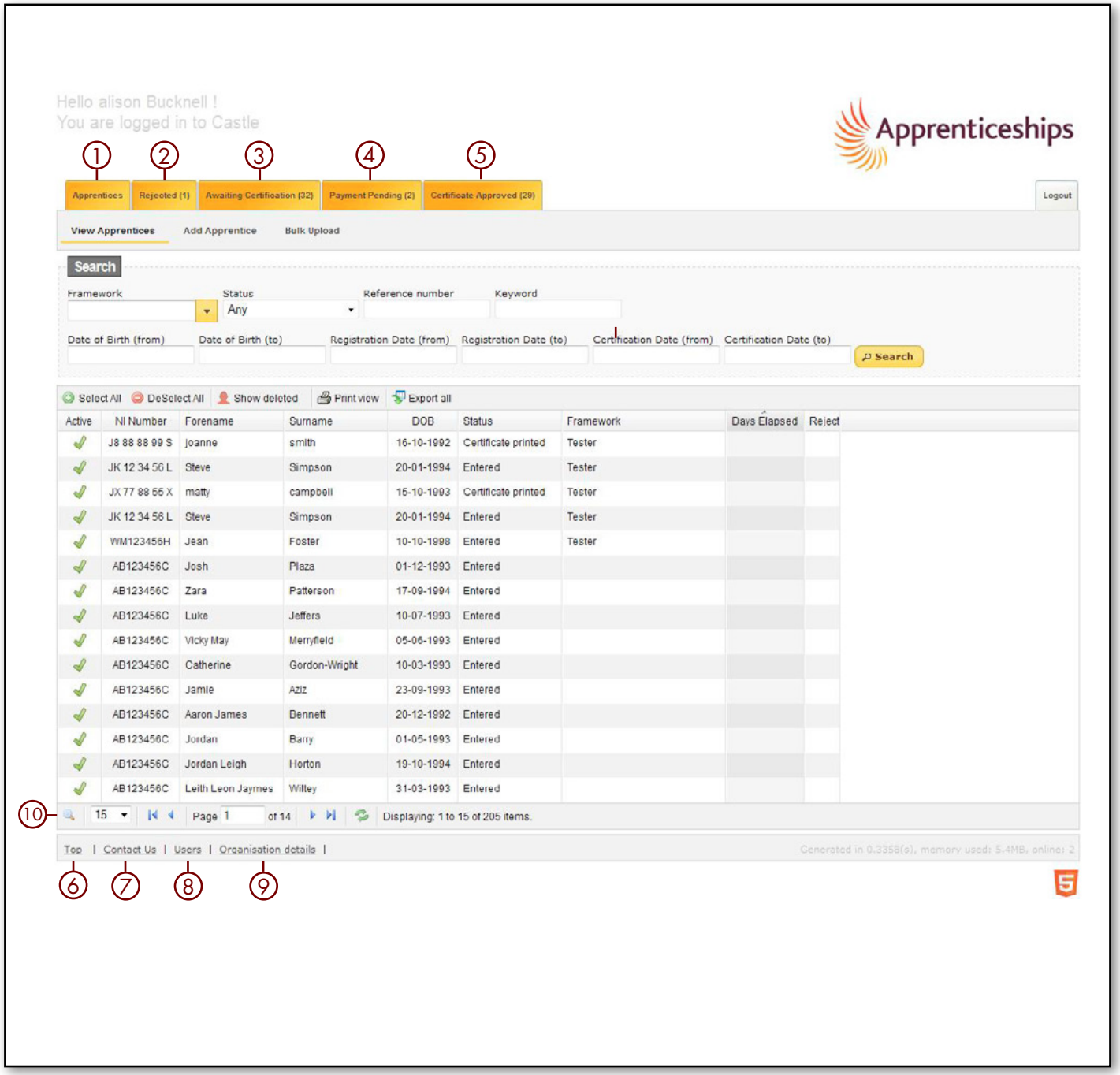
6. Top – Takes you back to the top of the current screen.

7. Contact Us – Contact details for Federation for Industry Sector Skills and Standards managers of ACE.

8. Users - Allows users of ACE to be created.
More information can be found on page 7

9. Organisation Details - Check organisation details

10. Search Tools - You can use the search tools to filter information. More information can be found on page 14



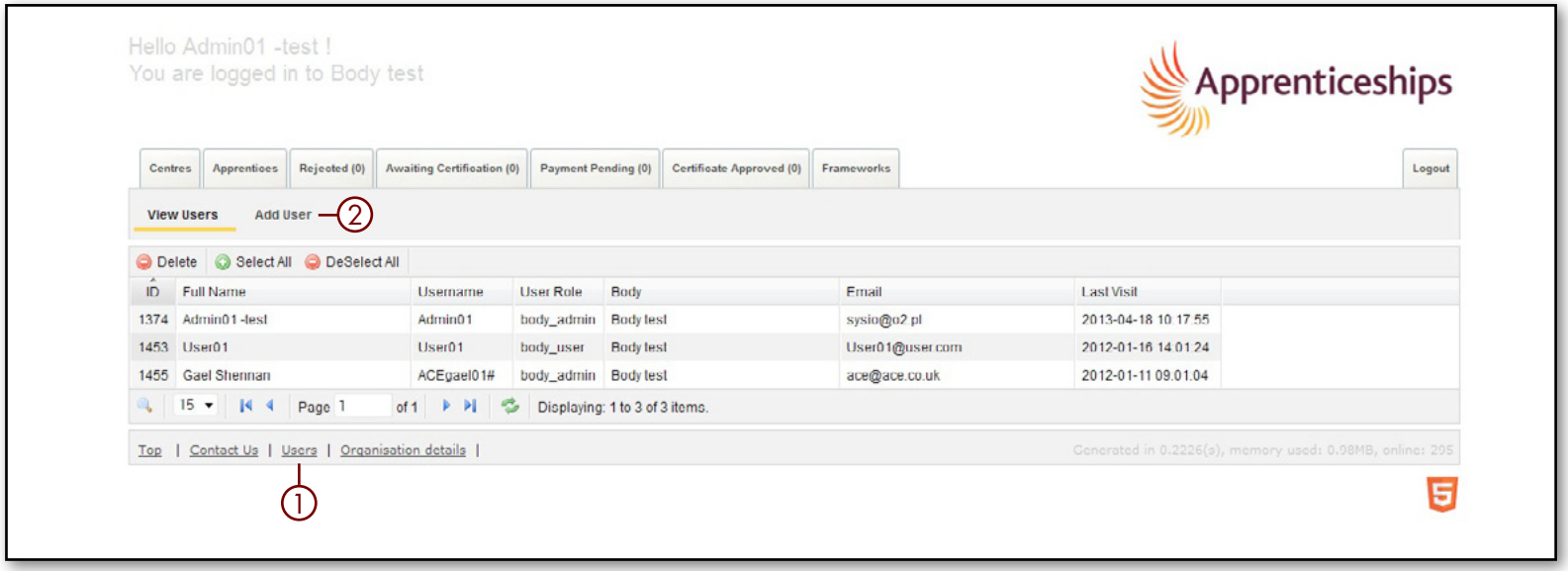
3.1 ADD/EDIT USERS

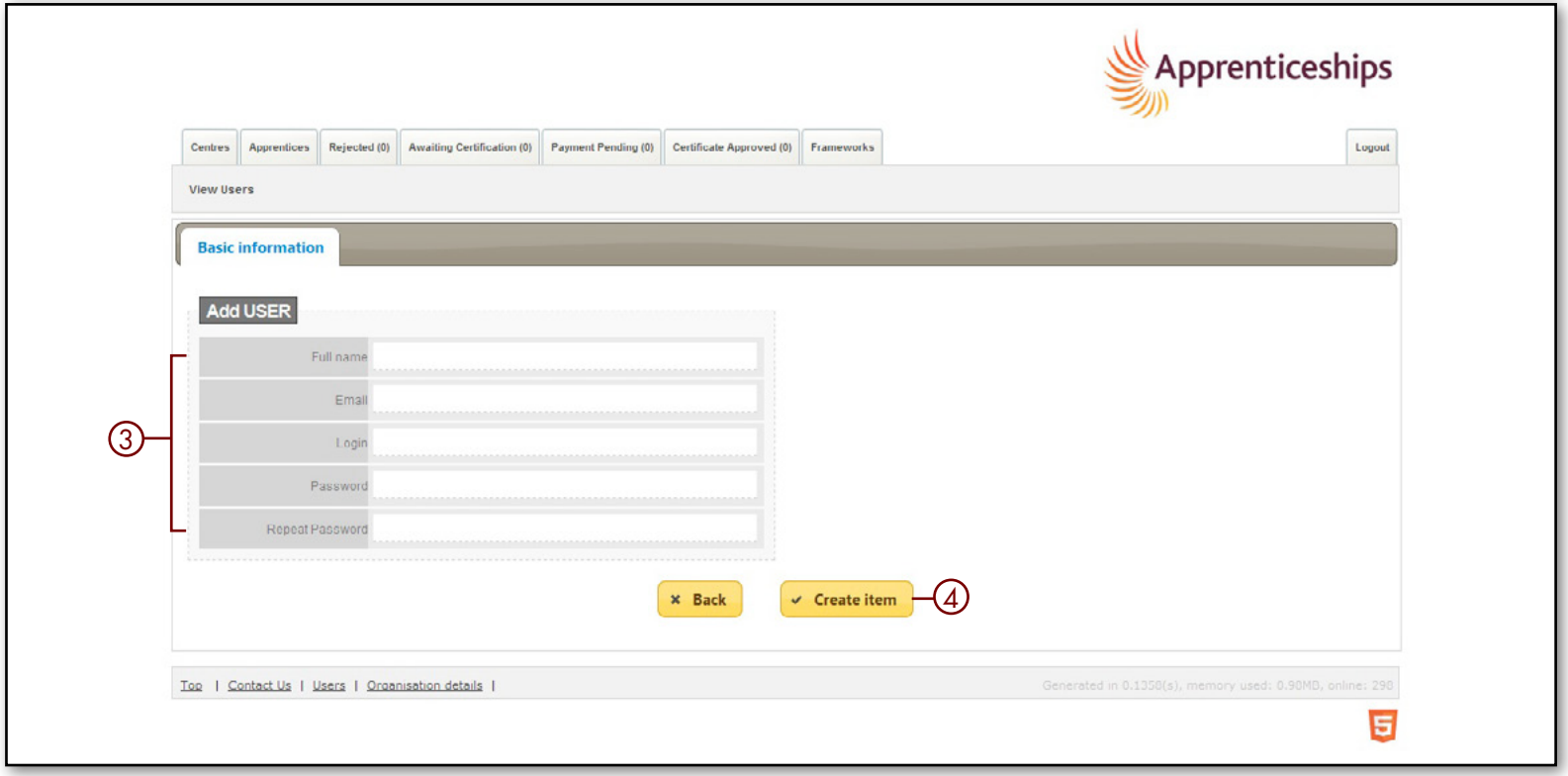
To add a new user:

- Select the Users Tab ① and click Add User ②.
- Enter all of the information ensuring that the contact details are correct ③.
- Once complete, select Create Item ④.

To edit an existing User:

- Double click on the username and amend the detail, then select Update Item.





REMEMBER!

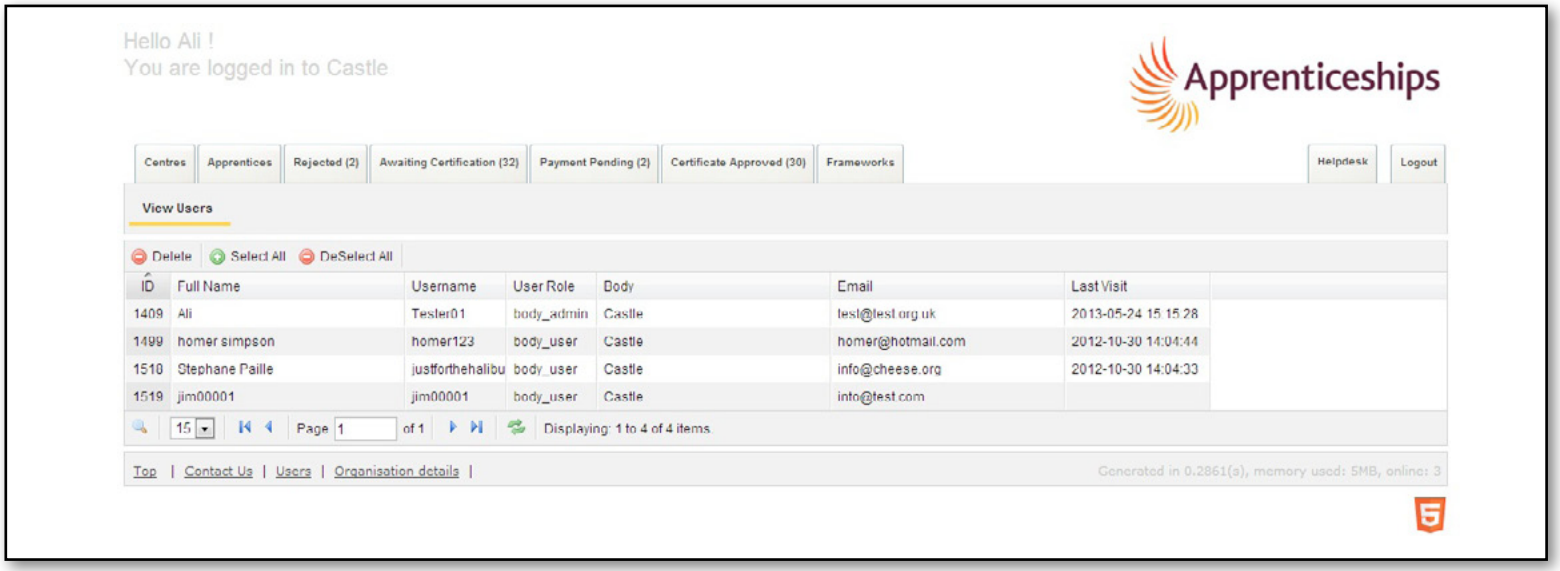
Please note only admin logins can add and amend User details.

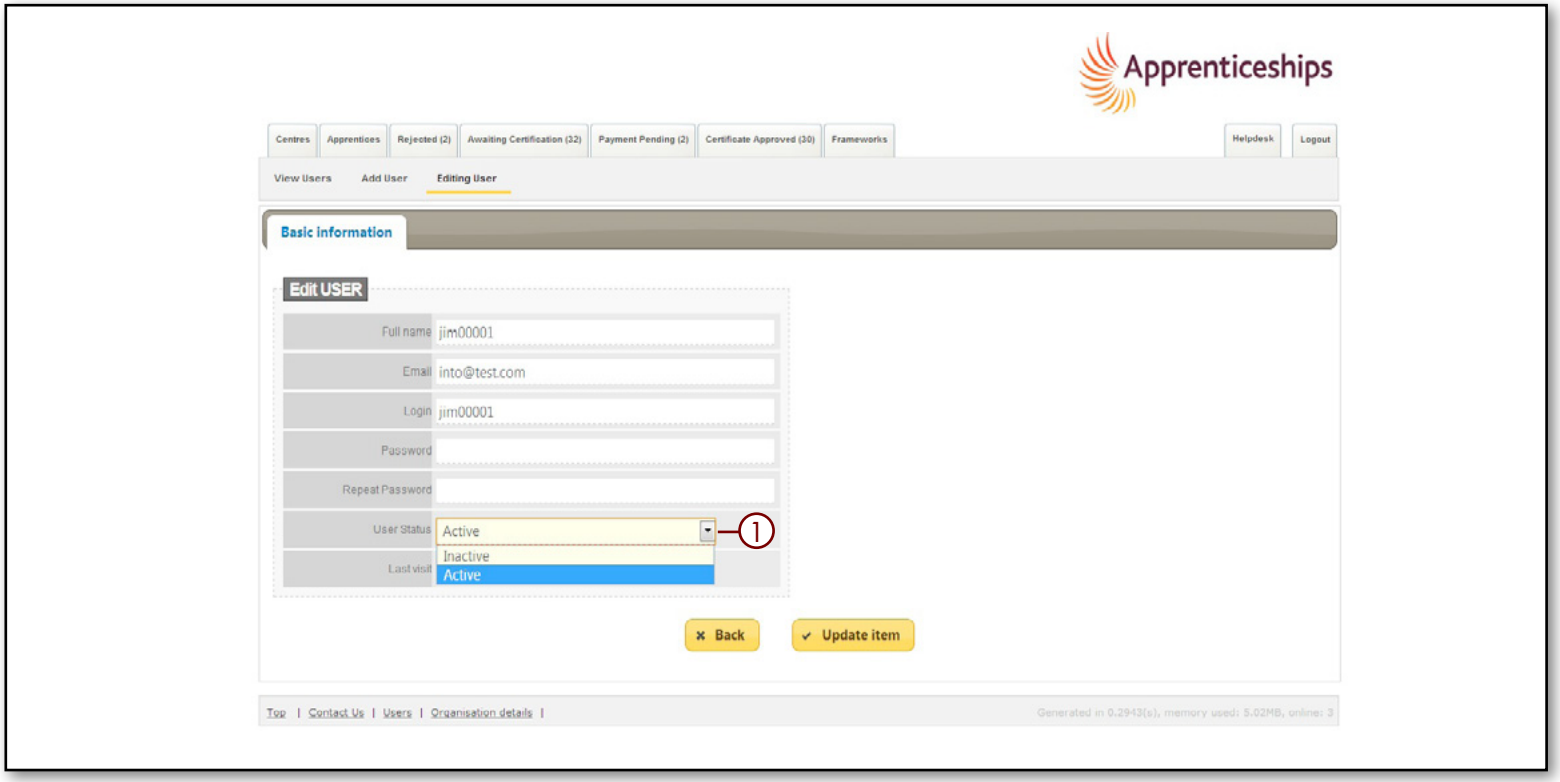
3.2 DISABLE USER ACCOUNTS

The Certification Body Administration User can disable accounts on the system. By disabling the account it will mean that the record of previous work is kept but the User will no longer have access to the system. If the Certification Body Admin User details need to be amended, you will need to contact:

ACE Support Team
Telephone: 0844 573 2560
E-mail: ace@fisss.org

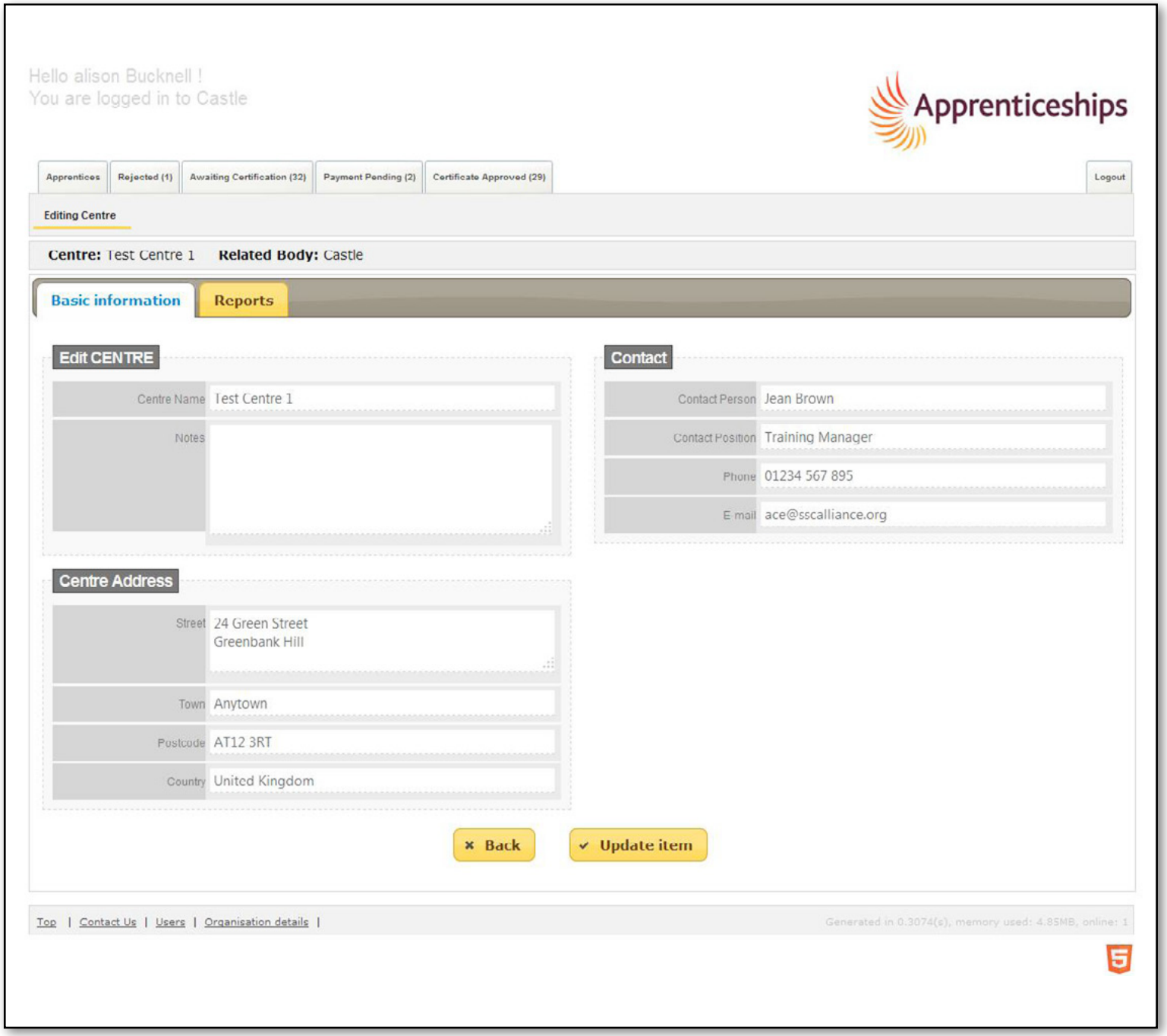
- To disable an account, double click on the **User** to open the record ①.
- Click on the drop down arrow next to **User Status** and select **Inactive** ②.
- Click **Update Item** to save changes ③.





3.3 VIEW/AMEND ORGANISATION DETAILS

This is where you can view the organisation details. If there are any amendments required please contact the relevant Certification Body.

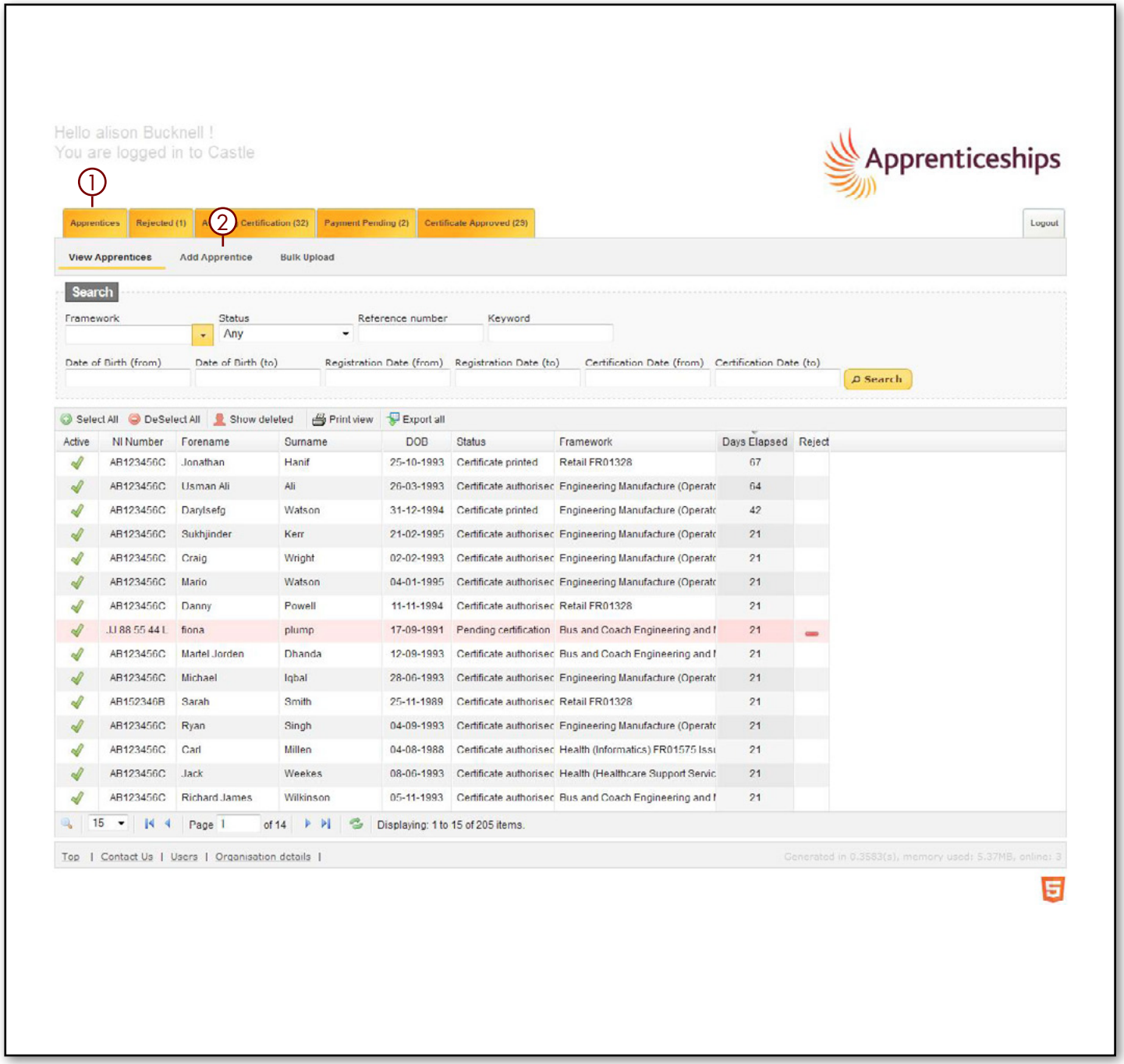


4.1 ADD A SINGLE APPRENTICE

STEP 1 OF 3

There are two ways to add an apprentice – one at a time using the form or a bulk upload via a CSV file.

To add a **single apprentice,** ensure that you are in the **Apprentice Tab** ①, click **Add Apprentice** ② button.


Hello alison Bucknell !
You are logged in to Castle
Apprenticeships
1
2
Apprentices
Rejected (1)
Certification (32)
Payment Pending (2)
Certificate Approved (23)
Logout
View Apprentices
Add Apprentice
Bulk Upload
Search
Framework
Status
Any
Reference number
Keyword
Date of Birth (from)
Date of Birth (to)
Registration Date (from)
Registration Date (to)
Certification Date (from)
Certification Date (to)
Search
Select All
DeSelect All
Show deleted
Print view
Export all
Active
NI Number
Forename
Surname
DOB
Status
Framework
Days Elapsed
Reject
AB123456C Jonathan Hanif 25-10-1993 Certificate printed Retail FR01328 67
AB123456C Usman Ali Ali 26-03-1993 Certificate authorisec Engineering Manufacture (Operatc 64
AB123456C Darylsefg Watson 31-12-1994 Certificate printed Engineering Manufacture (Operatc 42
AB123456C Sukhjinder Kerr 21-02-1995 Certificate authorisec Engineering Manufacture (Operatc 21
AB123456C Craig Wright 02-02-1993 Certificate authorisec Engineering Manufacture (Operatc 21
AB123456C Mario Watson 04-01-1995 Certificate authorisec Engineering Manufacture (Operatc 21
AB123456C Danny Powell 11-11-1994 Certificate authorisec Retail FR01328 21
fiona plump 17-09-1991 Pending certification Bus and Coach Engineering and I 21
AB123456C Martel Jorden Dhanda 12-09-1993 Certificate authorisec Bus and Coach Engineering and I 21
AB123456C Michael Iqbal 28-06-1993 Certificate authorisec Engineering Manufacture (Operatc 21
AB152346B Sarah Smith 25-11-1989 Certificate authorisec Retail FR01328 21
AB123456C Ryan Singh 04-09-1993 Certificate authorisec Engineering Manufacture (Operatc 21
AB123456C Carl Millen 04-08-1988 Certificate authorisec Health (Informatics) FR01575 Issu 21
AB123456C Jack Weekes 08-06-1993 Certificate authorisec Health (Healthcare Support Servic 21
AB123456C Richard James Wilkinson 05-11-1993 Certificate authorisec Bus and Coach Engineering and I 21
15
Page 1 of 14
Displaying: 1 to 15 of 205 items.
Top | Contact Us | Users | Organisation details |

4.1 ADDING A SINGLE APPRENTICE

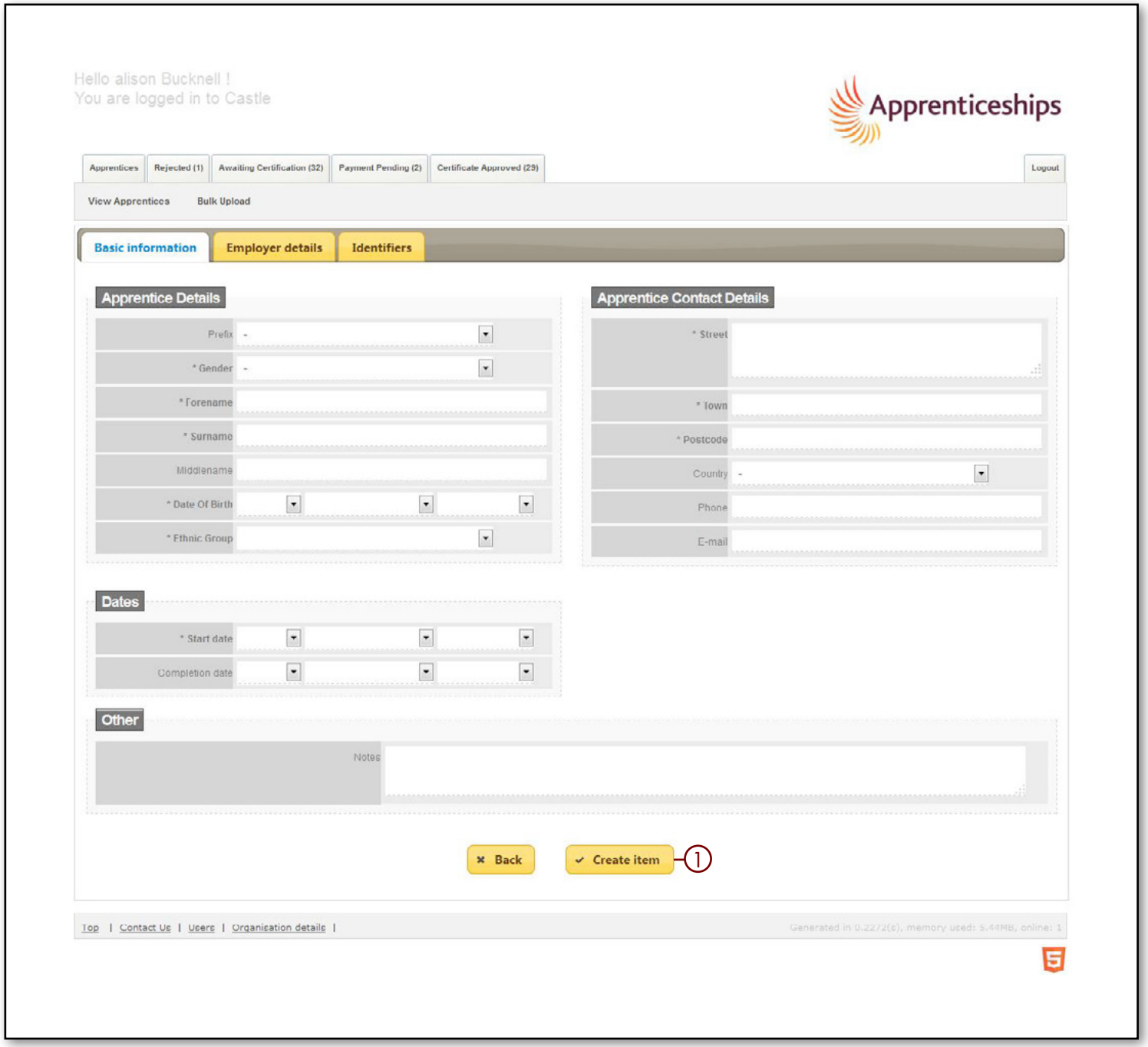
STEP 2 OF 3

The Apprentice record is now ready to be completed:

- Basic Information
- Employer Details
- Identifiers
  (NI Number, other unique identifiers and NOT the ACE No.)

Once all of the mandatory fields have been completed (these are marked with a *) select **Create Item** ①. This will then reveal 3 new tabs:

- Framework
- Status
- Current Evidence



4.1 ADDING A SINGLE APPRENTICE

STEP 3 OF 3

FRAMEWORKS

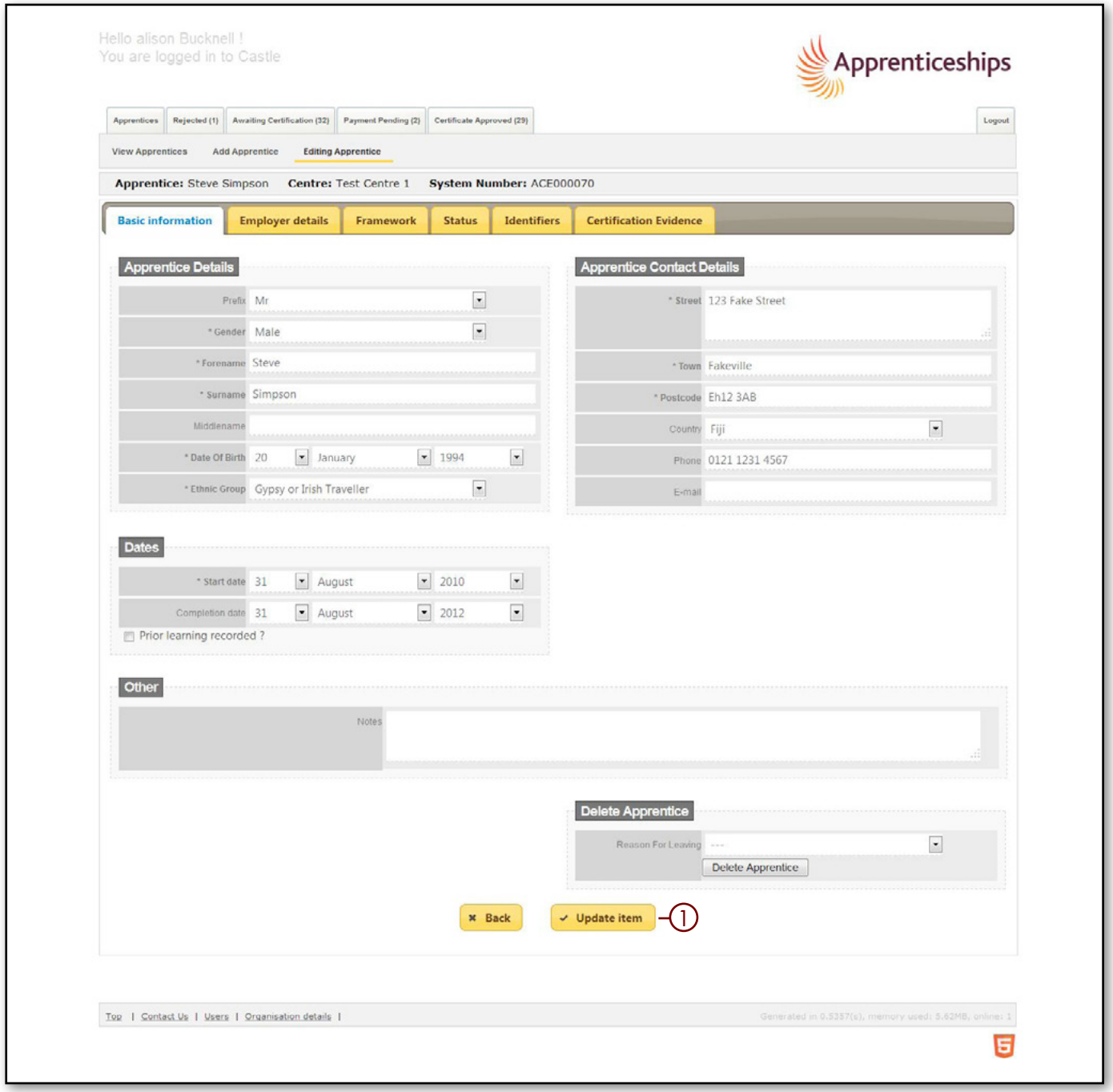
Select which Frameworks will be completed by the Apprentice.

STATUS

This tab shows the Status of the Apprentice. When you add an Apprentice it will automatically be given the status Entered.

CERTIFICATE EVIDENCE

The Frameworks selected will determine which evidence is required for certification. There is further explanation of uploading certificate evidence on page 15

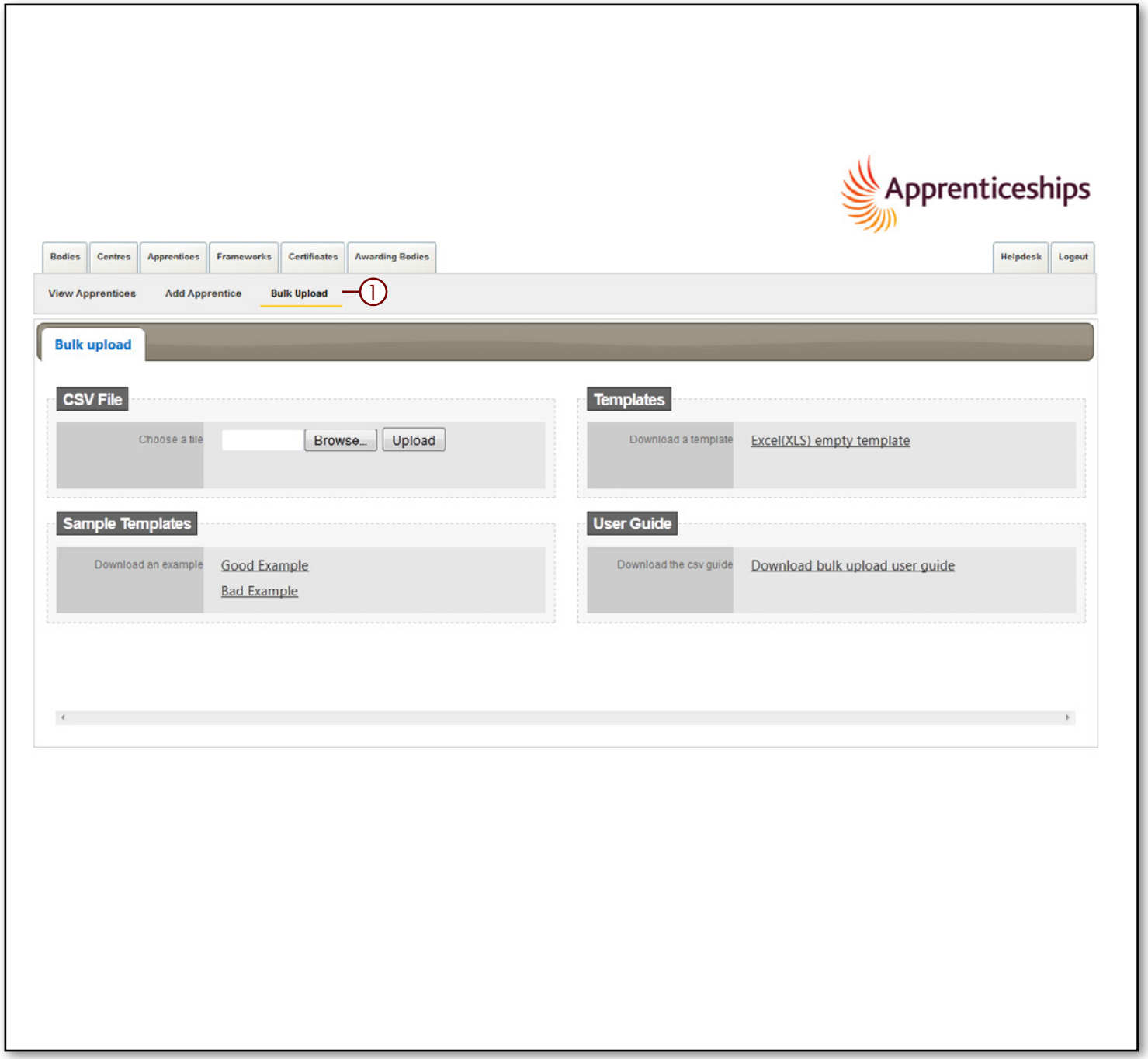


4.2 BULK UPLOAD APPRENTICES

The **Bulk Upload** facility ① allows you to add multiple apprentices at once, auto-filling the apprentice and employer details.

There are two file types available, a **CSV** or **Excel file**. We recommend the use of the Excel file as this is generally easier to enter the data.This **must** be saved as a CSV file before loading to ACE. For more detailed guidance please refer to the training manual for Bulk Uploads.

Once the file has been loaded to ACE you will need to enter the framework details for the each apprentice.



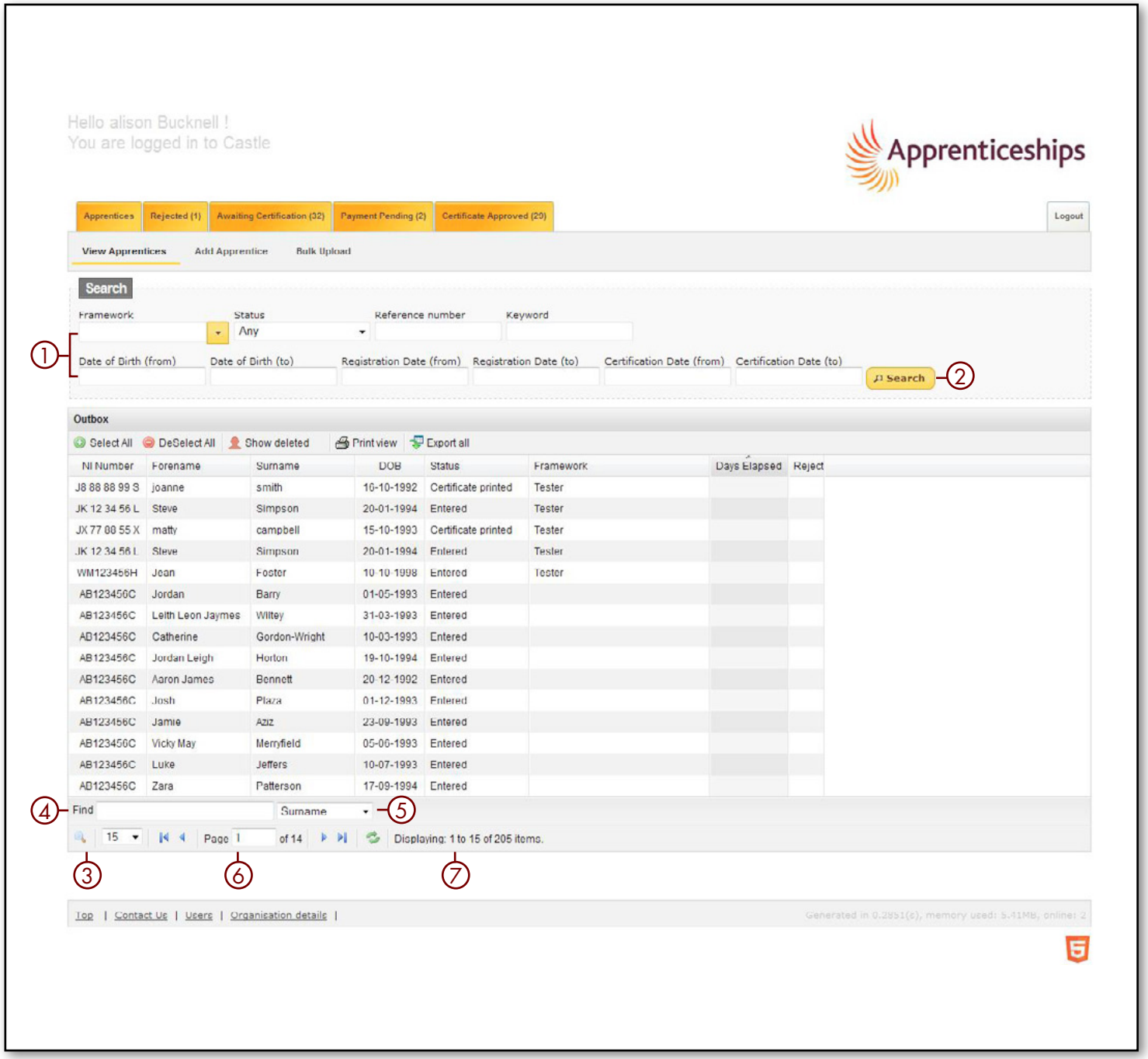
4.3 SEARCH FOR AN APPRENTICE

The **Apprentice Tab** allows you to search for and view all Apprentices undertaking an Apprenticeship within your training facility.

There are a variety of search options, using both text and drop down menus ①. This allows you to set the required search criteria. You can search by:

- Centre
- Framework
- Status
- Ref No. (ACE No. or NI No.)
- Keyword
- Date of Birth
- Registration Date
- Certification Date

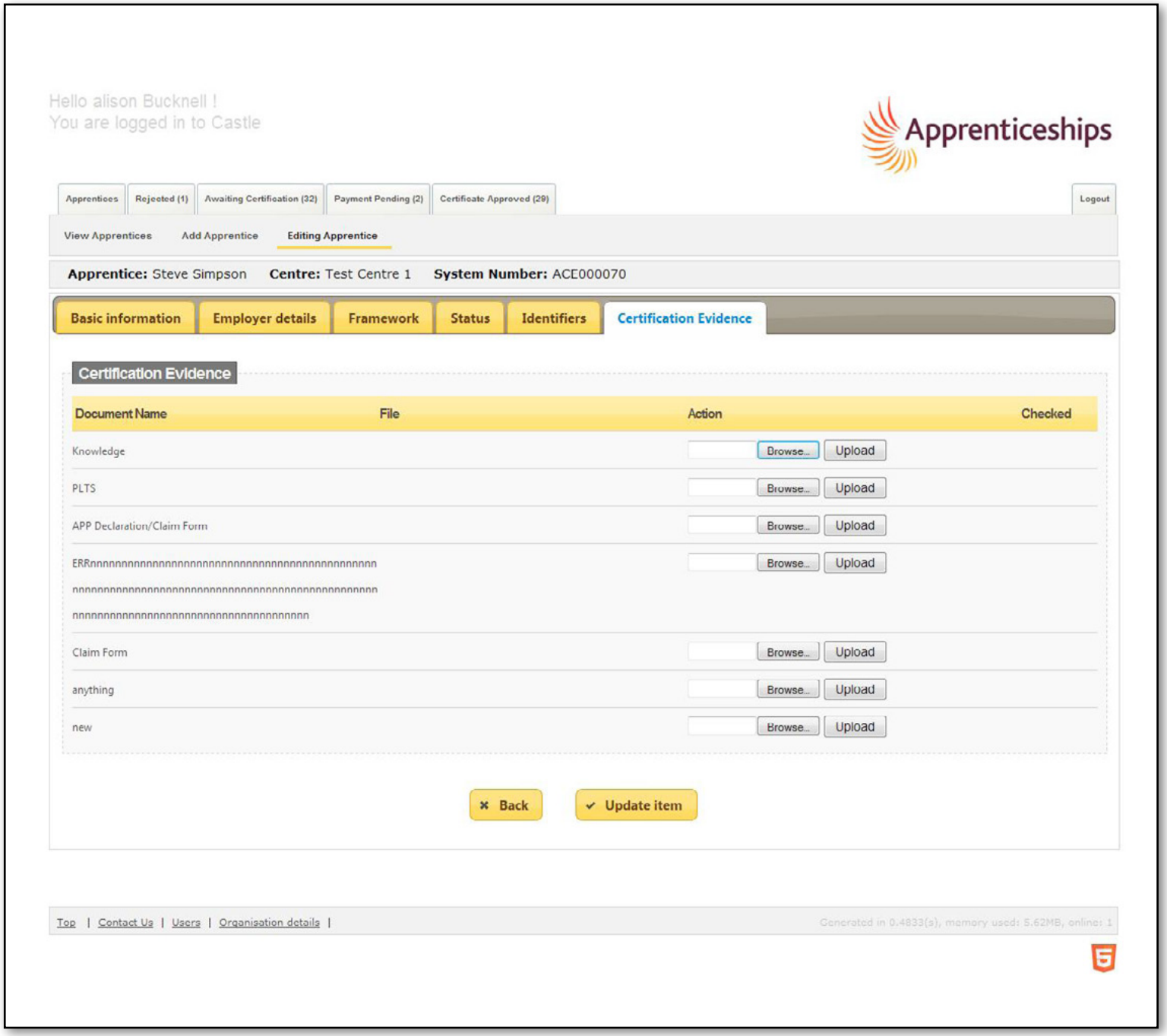
- When you have set your required search criteria click the **Search** Button ②.
- Or click the **Magnifying Glass** ③ to reveal the **Find** ④ option. The **drop down menu** ⑤ allows you to search by:
  - Surname
  - Forename
  - NI Number
- Once you have entered your search criteria you **must** then press the **enter key** to initiate the search.
- To navigate between pages you can use the blue arrow keys or type in the white box area to specify a page ⑥.
- The **Displaying** information text shows how many items there are in total and what page is showing ⑦.



4.4 ADDING EVIDENCE TO AN APPRENTICE RECORD

The **Certificate Evidence** tab provides a list of all evidence required for certification. All evidence **must** be loaded separately next to each requirement.

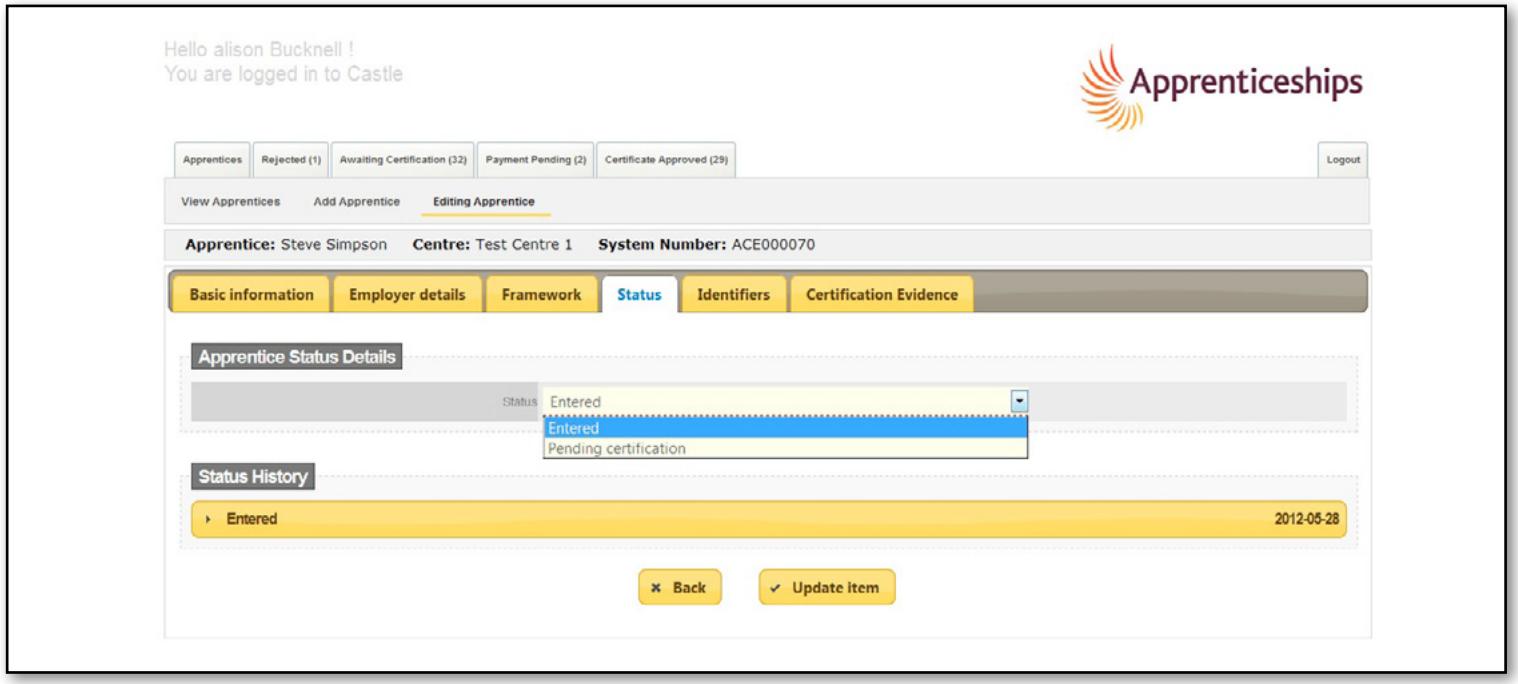
- Select the Browse button, a pop up will open where you can select the appropriate file from your system.
- Click Open and the file will be uploaded to ACE.

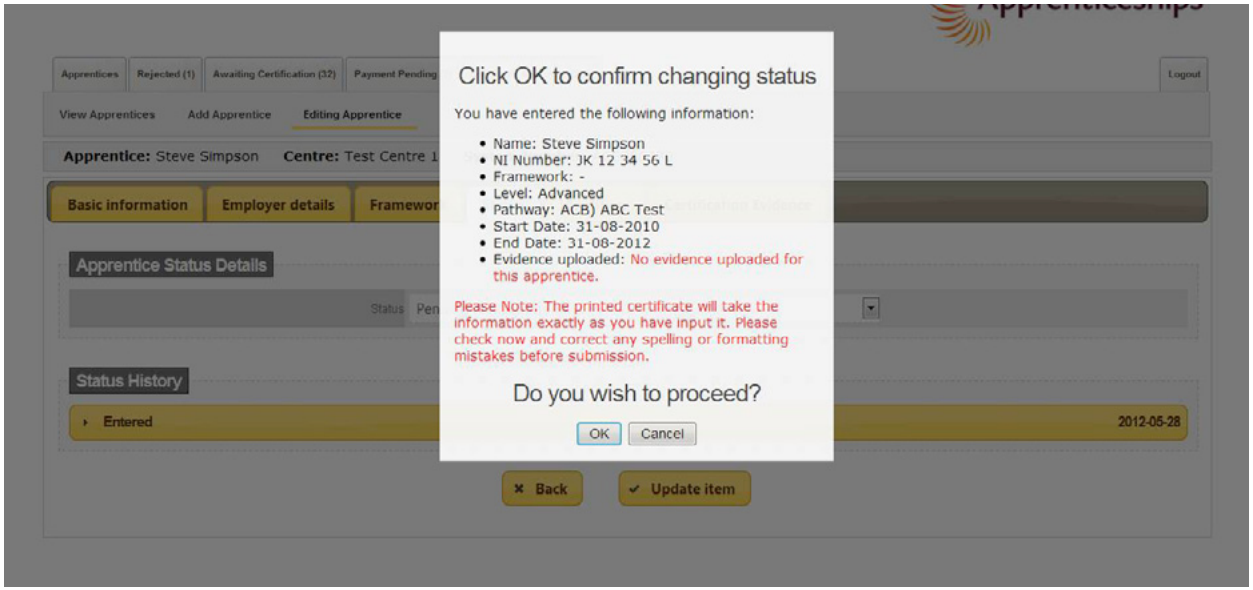

Hello alison Bucknell !
You are logged in to Castle
Apprenticeships
Apprentices
Rejected (1)
Awaiting Certification (32)
Payment Pending (2)
Certificate Approved (29)
Logout
View Apprentices
Add Apprentice
Editing Apprentice
Apprentice: Steve Simpson
Centre: Test Centre 1
System Number: ACE000070
Basic information
Employer details
Framework
Status
Identifiers
Certification Evidence
Certification Evidence
Document Name
File
Action
Checked
Knowledge
PLTS
APP Declaration/Claim Form
ERRnnn

4.5 SUBMIT AN APPRENTICE FOR CERTIFICATION

- Once you have uploaded all evidence, go to the **Status** tab and change the status to **Pending Certification.** This will open a validation box where you can check:
  - Mandatory fields have been completed.
  - All evidence has been uploaded.
  - Completion date has been entered.
  - Any missing information will be highlighted in red.

The 10-day turnaround time starts from the date the apprentice is submitted for certification. You can view this in the days elapsed column on the **View Apprentices** page.




Click OK to confirm changing status
You have entered the following information:
Name: Steve Simpson
NI Number: JK 12 34 56 L
Framework: -
Level: Advanced
Pathway: ACB) ABC Test
Start Date: 31-08-2010
End Date: 31-08-2012
Evidence uploaded: No evidence uploaded for this apprentice.
Please Note: The printed certificate will take the information exactly as you have input it. Please check now and correct any spelling or formatting mistakes before submission.
Do you wish to proceed?
OK
Cancel
Apprentice: Steve Simpson
Centre: Test Centre 1
Basic information
Employer details
Apprentice Status Details
Status History
Entered
2012-05-28
Back
Update item

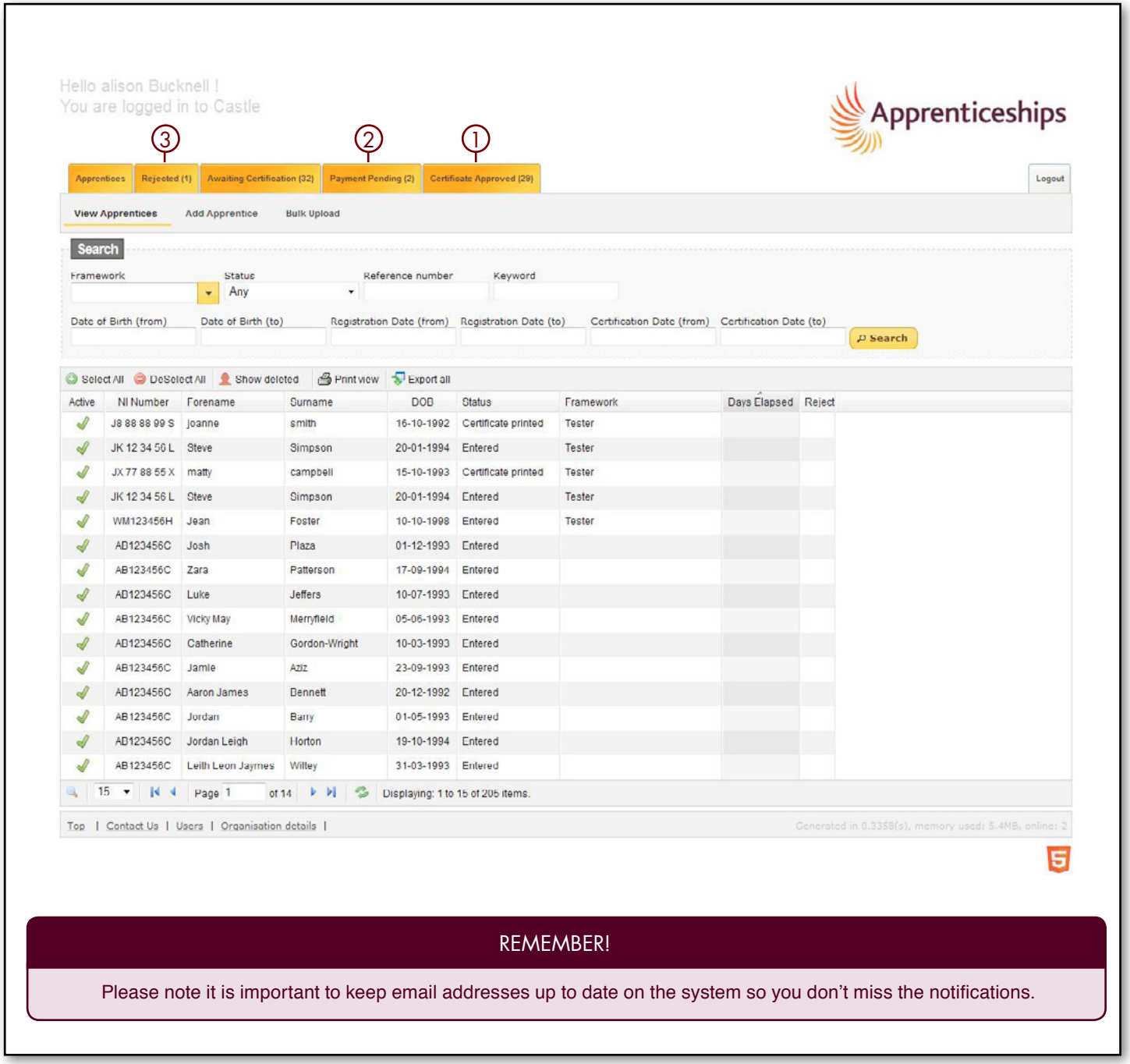
When the Certifying Body has reviewed the submission, they will change the status to one of the following:

- CERTIFICATE AUTHORISED ①
  This means that the certifying body is satisfied that all of the components within the Apprenticeship Certificate claim have been successfully completed by the apprentice. The certificate is now ready to print, once the certificate has been printed the apprentice record will be removed from the this tab and the status will say certificate printed.

- PAYMENT PENDING ②
  This means that the certifying body is satisfied that all of the components within the Apprenticeship Certificate claim have been successfully completed by the apprentice. However they need to receive either payment or a purchase order number before they can process the certificate. You will need to discuss this with the Certifying Body regarding the individual payment process.

- REJECTED ③
  This means that the Certifying Body is **not** satisfied that all of the components within the Apprenticeship Certificate claim have been successfully completed by the apprentice. The reason for the rejection will be e-mailed to the main Centre Admin User and the person who submitted the submission.

Refer to page 19 for further information.



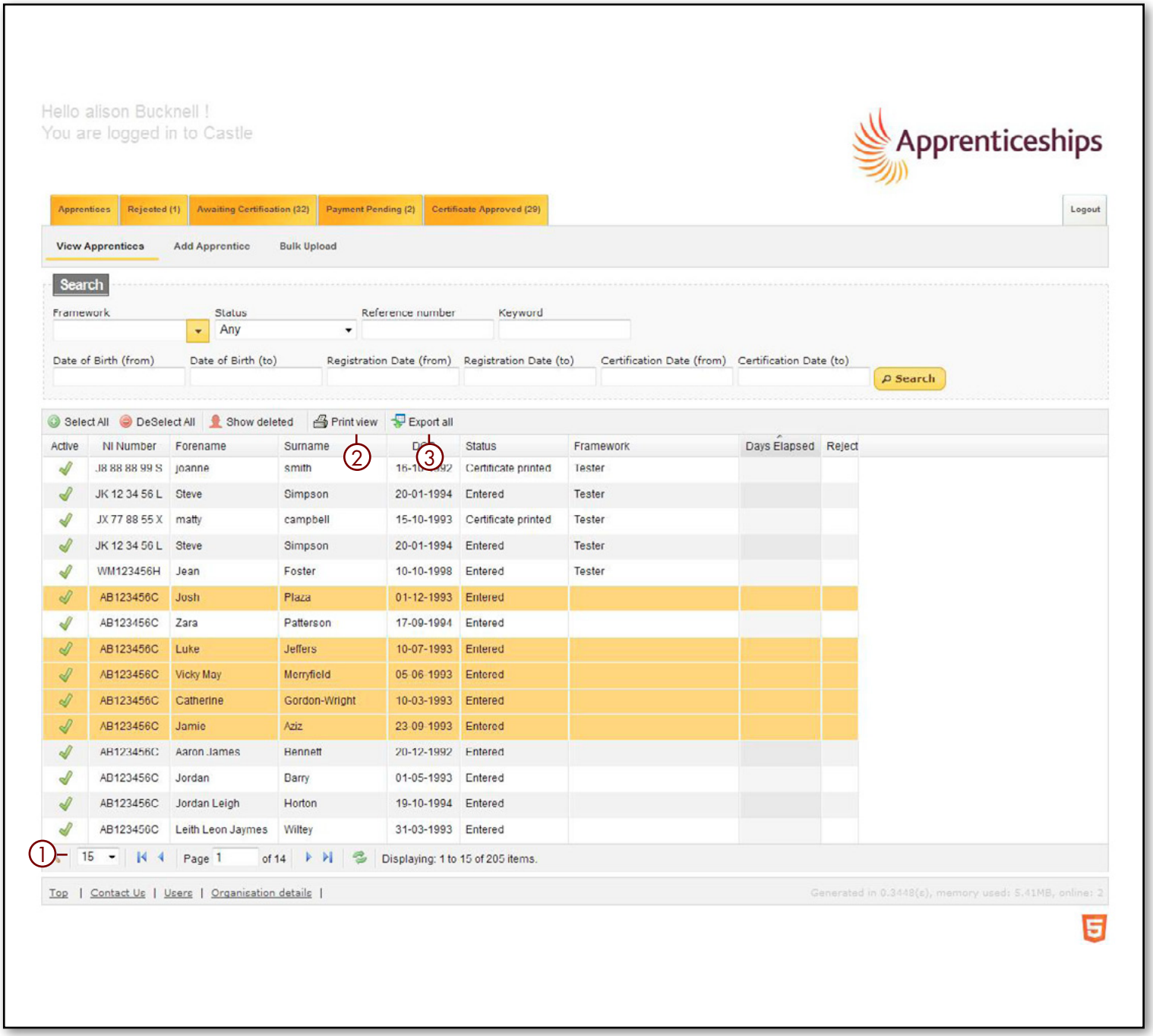
REMEMBER!

Please note it is important to keep email addresses up to date on the system so you don't miss the notifications.

4.6 PRINT/EXPORTING APPRENTICE DATA

Use the **drop-down** ① to select the number of Apprentices to print (up to maximum of 100).

- Select **Print View** ② to print the list view of the selected number of Apprentices
- Select the **Export All** button ③ to export the apprentices listed on screen. This will open as an Excel spread sheet.

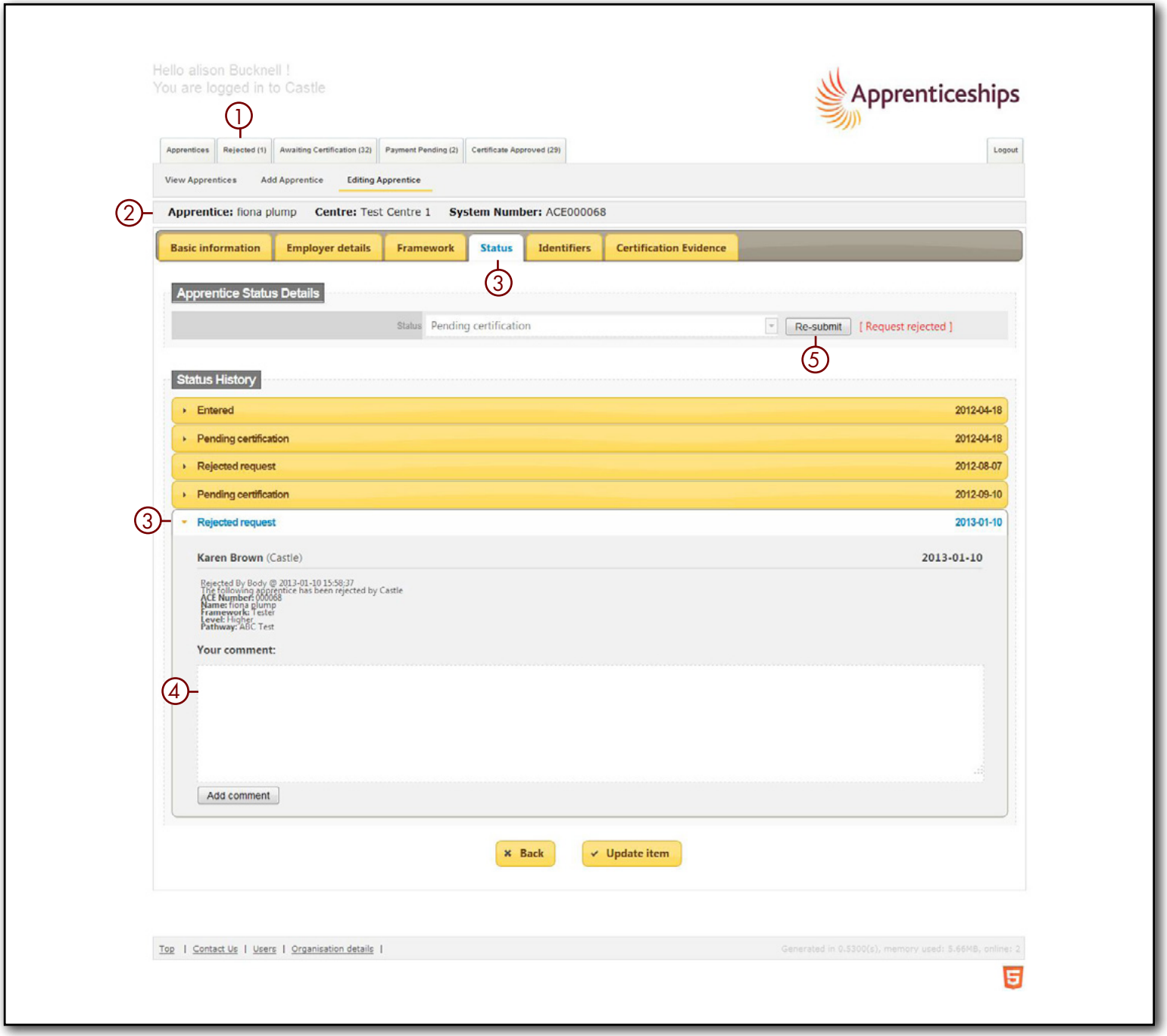


REMEMBER!

We recommend that you limit the list for printing or exporting to 100 apprentices as anymore may slow the system down.

4.7 MANAGE REJECTED APPRENTICES

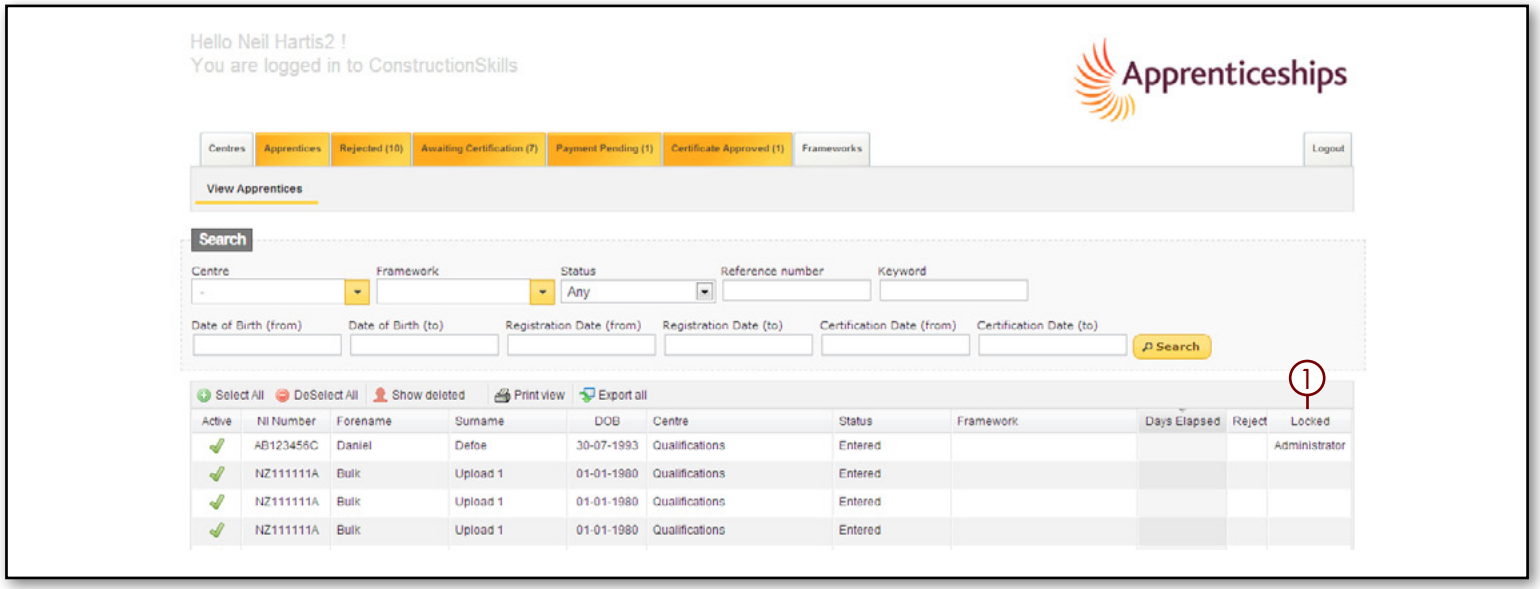
- The **Rejected** tab ① allows you to view all of the Apprentices that have been rejected for certification, by the Certification Body. The number in brackets on the tab indicates the number of Apprentices that are currently in this category.
- To view a rejected Apprentice, **double click** on their name and their record will open ②.
- Click on the **Status Tab** ③ and the **Status History** will be displayed.
- Click on **Rejected Request** and the reason for, and date of, rejection will be recorded.
- Once changes have been made return to the Status tab
- You are able to add additional comments to the rejection history in the comment box and select **Add Comment** ④ before navigating away from the page.
- Once the changes have been made, re-submit the apprentice in the **Status** tab ⑤.



4.8 MANAGE APPRENTICES AWAITING CERTIFICATION

The system prevents two users editing an apprentice's record at the same time. This will appaer as being **Locked** ①. The second user to open the record will be presented with a read-only view ②.

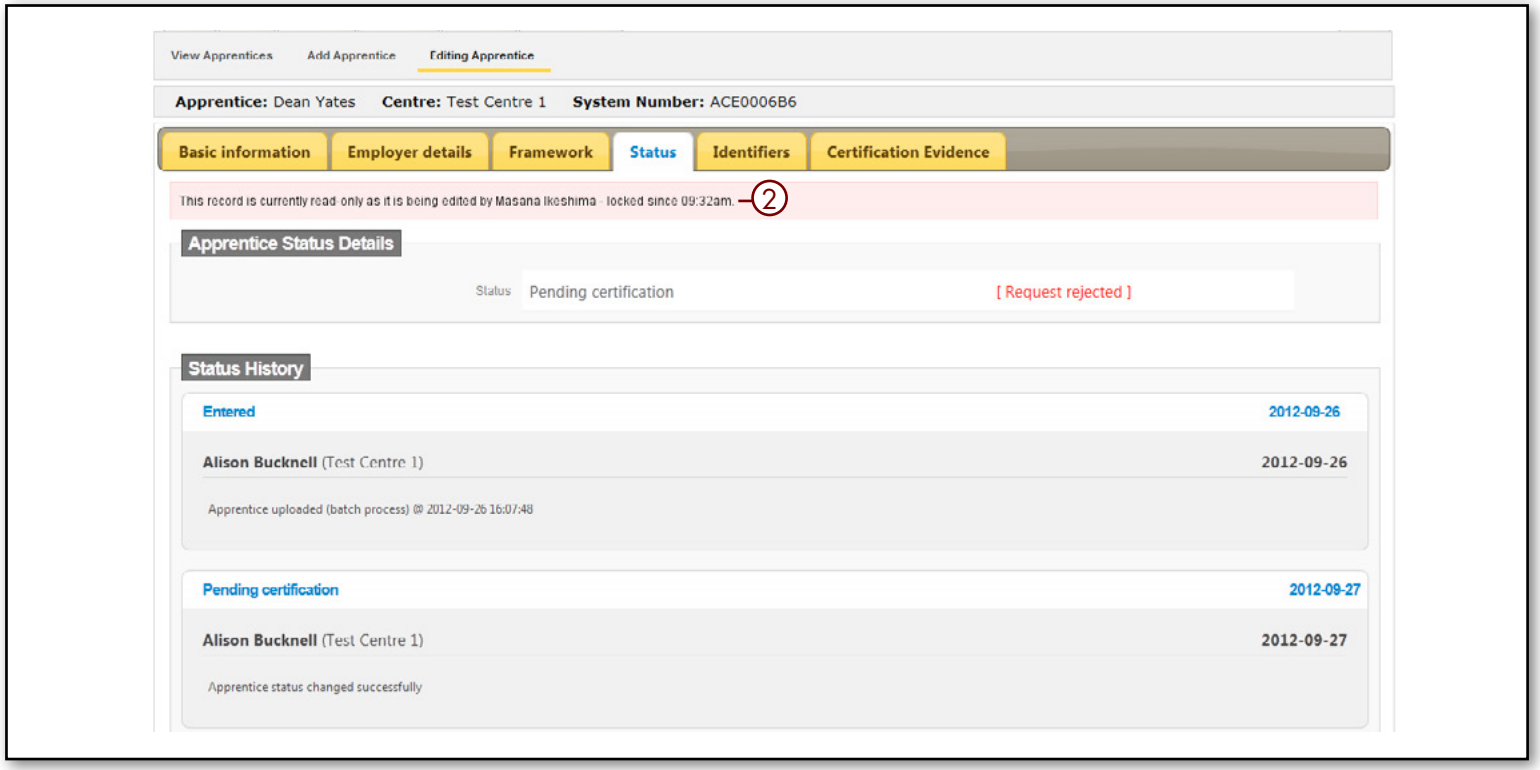
You can see who has the record open under the apprentice tab. If that person is unavailable then please contact the **ACE Support Team** to unlock the record.



4.9 CHECKING EVIDENCE & CHANGING THE STATUS

If there are queries raised by either the Centre or Certification Body regarding certain pieces of evidence FISSS have the final say.

FISSS will look at the evidence on the system and if accepted will add a note under the individual evidence to provide clarity on why the evidence has been accepted and this will be locked so that the Centre is unable to amend the evidence once accepted. This could happen prior to the Certification Body reviewing the evidence but you will be able to see the comment added by the FISSS.



4.10 VIEW AWAITING CERTIFICATION

(also referred to as Pending Certification)

- The Awaiting Certification Tab ① allows you to view all of the Apprentices that are awaiting certification. The number in brackets on the tab indicates the number of Apprentices that are currently in this category.
- You will be able to see how many days have elapsed since submission in line with the 10-day turnaround ②.

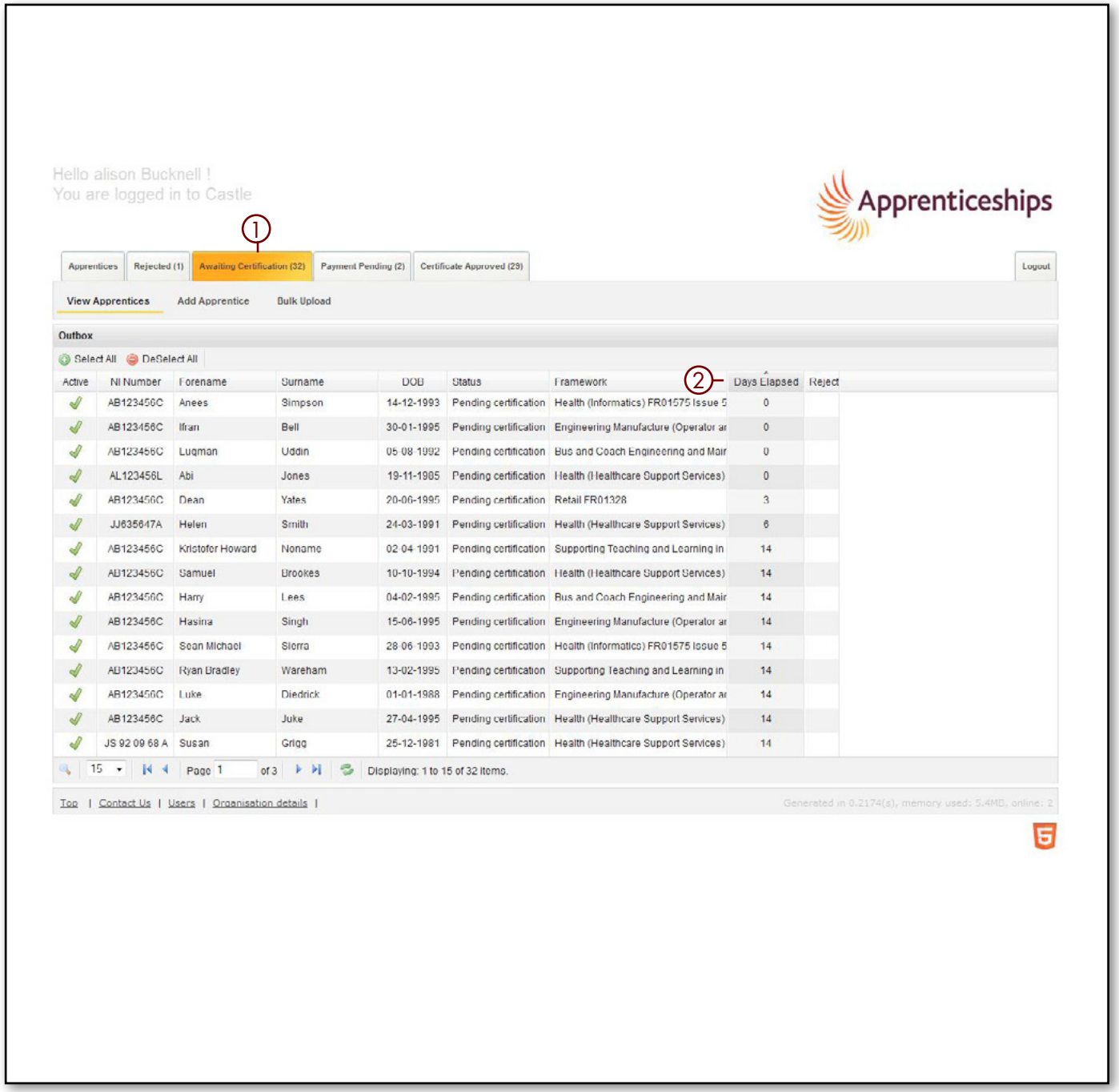
4.11 VIEW PAYMENT PENDING

(This tab is NOT used by all Bodies)

- The number in brackets on the tab indicates the number of Apprentices that are currently in this category.
- Where it is in use, it shows the list of Apprentices that have had their uploaded evidence checked and approved and that everything is in order. However, payment for the certificate has not yet been received. Until payment is received, the Apprentice status will not be updated to Certificate Authorised, enabling the certificate to be printed.
- Please contact the Certifying Body for their payment process to find out if this tab is used.

4.12 VIEW CERTIFICATE APPROVED

- The **Certificate Approved Tab** allows you to view all of the Apprentices that have been authorised for certification and waiting for their certificate to be printed. The number in brackets on the tab indicates the number of Apprentices that are currently in this category.


Hello alison Bucknell !
You are logged in to Castle
Apprenticeships
1
Apprentices
Rejected (1)
Awaiting Certification (32)
Payment Pending (2)
Certificate Approved (29)
Logout
View Apprentices
Add Apprentice
Bulk Upload
Outbox
Select All
DeSelect All
2
Active
NI Number
Forename
Surname
DOB
Status
Framework
Days Elapsed
Reject
AB123456C Anees Simpson 14-12-1993 Pending certification Health (Informatics) FR01575 Issue 5 0
AB123456C Ifran Bell 30-01-1995 Pending certification Engineering Manufacture (Operator ar 0
AB123456C Luqman Uddin 05-08-1992 Pending certification Bus and Coach Engineering and Mair 0
AL123456L Abi Jones 19-11-1985 Pending certification Health (Healthcare Support Services) 0
AB123456C Dean Yates 20-06-1995 Pending certification Retail FR01328 3
JJ635647A Helen Smith 24-03-1991 Pending certification Health (Healthcare Support Services) 6
AB123456C Kristofer Howard Noname 02-04-1991 Pending certification Supporting Teaching and Learning in 14
AB123456C Samuel Brookes 10-10-1994 Pending certification Health (Healthcare Support Services) 14
AB123456C Harry Lees 04-02-1995 Pending certification Bus and Coach Engineering and Mair 14
AB123456C Hasina Singh 15-06-1995 Pending certification Engineering Manufacture (Operator ar 14
AB123456C Sean Michael Sierra 28-06-1993 Pending certification Health (Informatics) FR01575 Issue 5 14
AB123456C Ryan Bradley Wareham 13-02-1995 Pending certification Supporting Teaching and Learning in 14
AB123456C Luke Diedrick 01-01-1988 Pending certification Engineering Manufacture (Operator ar 14
AB123456C Jack Juke 27-04-1995 Pending certification Health (Healthcare Support Services) 14
JS 92 09 68 A Susan Grigg 25-12-1981 Pending certification Health (Healthcare Support Services) 14
15
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If you experience problems while using the system, the ACE support team are available to help:

Telephone: 0844 573 2560 **E-mail:** ace@fisss.org

Apprenticeship Certificates
England